GOVERNMENT OF INDIA
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
LOK SABHA

UNSTARRED QUESTION NO:3885
ANSWERED ON:13.12.2002
AMENDMENT OF CONSUMER PROTECTION ACT, 1986
NARESH KUMAR PUGLIA

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether necessary amendments to the Consumer Protection Act, 1986 have since been carried out;

(b) if so, the details thereof;

(c) if not, the reasons for delay; and

(d) the time by when the proposed amendments are likely to be made in the said Act?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD & PUBLIC DISTRIBUTION (SHRI V. SREENIVASA PRASAD)

(a) to (d): A Bill to make comprehensive amendments to the Consumer Protection Act, 1986 mainly aimed at facilitating quicker disposal of consumer complaints, enhancing the capability of redressal agencies, strengthening them with more powers, streamlining the procedures and widening the scope of the Act to make it more functional and effective, was introduced in the Rajya Sabha on 26th April, 2001. The aforesaid Bill namely the Consumer Protection (Amendment) Bill, 2002was considered and passed by both the Houses of Parliament. Action has been initiated to receive the assent of the President and will be brought in force in due course.

Some of the important amendments contained in the Bill are as follows:

i) Creation of benches of the National Commission and State Commissions and holding of circuit benches;
ii) Prescribing time-frame for admission of complaint, issue of notices and disposal of complaint;
iii) Exclusion of services availed for commercial purposes;
iv) Recovery of compensation amount ordered by the redressal agency through certificate case as arrears of land revenue;
v) Provision for issue of interim orders by the redressal agencies;
vi) Establishment of consumer protection council at district level.